# **SUMMARY:** I make information accessible with data standards. I organize information with data models. I simulate user interfaces for consumers with software prototyping. I anticipate the user experience with software simulation. I visually demonstrate how solutions can interact with a user.

# **SKILLS:**

* Interoperability
  + NIEM, HL7, ASTM
* Software Visualization
  + iRise Certified and member of “iRise for Life”
  + Standard design practices (adaptive page design, style sheets)
  + Custom iBloc
* Adobe Creative Cloud
  + Premier, Photoshop, and Illustrator
* Business Process Improvement
  + Six Sigma and Theory of Constraints
* Project Management Methodologies
  + Traditional/Waterfall
  + RUP & Agile
* Requirement and QA tools/processes

ReqPro, iRise, iBloc Development, Test Center, JIRA, and MS. Team Foundation Server

* Proposal Process
  + RFP Writing/Evaluation
  + Proposal Writing/Evaluation
* Project Documentation
  + SRS, BRD, Use Cases
  + Requirements Traceability Matrixes
  + Use Case Modeling
  + Test Strategy, Test Plan, and Test Cases

# **EXPERIENCE**

6/2009– Present

### Associate Consultant Borowiecki and Associates – Hunt Valley, MD

# **CLIENTS:**

* HCMDM – Raleigh, NC
  + *Consolidated Innovation Center Development and IT Management:* Supported implementation of customer’s three objectives to Reduced Cost, Improved Quality, and Improved Outcomes in Health Care through Care Models by:
    - **Standard** reuse of client’s Open Source Web Libraries (assets.cms.gov) for user interface
    - Accessible training videos for **Reuse** on CMSHHSGOV YouTube Channel
    - **Shared** prototyped solutions for vendors to develop solutions for CMS providers to: 1) register for a care model online; 2) upload Health Quality Reporting Document Architecture (QRDA), and 3) download provider pricing information
* FEi System – Columbia, MD
  + - *Natural Language Processing:* Mapped clinical observations of behavioral and physical health to a Clinical Document Architecture (**CDA**) format with computable terms for: Problems (SNOMED CT, ICD, DSM), Prescription Orders/Lists & Medication Allergies (RxNorm), Labs Orders/Results (LOINC), Vaccines (CVX)
    - *Clinical Decision Support:* Prototyped (**Spring Framework**) solution that used business rules (defined by a National Institute of Heath funded algorithm) to evaluate user entered behavioral observations and provided care recommendations.
    - *Data Segmentation for Privacy*: Prototyped (Spring Framework) that recorded patient privacy preferences by annotating the CDA segments (ie Diagnosed Problems, Medications, Labs, and Demographics) within the patient’s interoperable Continuity of Care Document (**CCD**).
    - *Secure Health Information Exchange*: Prototyped (Spring Framework) that demonstrated both: 1) Nationwide Health Information Network (**NwHIN**) exchange protocols for Patient Health Record Discovery and Retrieval; and 2) Direct messaging protocols of **Patient Health Records** to secured destinations.
* Department of Homeland Security – Washington DC
  + - *Case Management Workflow Solution:*  Provided development team (systems integration contractors) with mapped and validated requirements between Prototype, Requirements Management Tool (IBM Rational) and Source Artifacts (Microsoft Excel).
    - *EHR Software Acquisition:* Produced market research and business readiness activities necessary for an ***EHR system implementation at 100+ facilities***.
    - *Solution Visualization:* Identified as-is case management processes that stakeholders used to scope visualization exercise on a future state case management solution.
* CareFirst BlueCross BlueShield Health Insurance - Maryland, DC and Northern VA
  + - *eSales Quote to Bill:* Lead BA (team of 4) on CareFirst Model Office initiative designed to automate Small Group Quoting for Small Groups requiring ***medical underwritin***g using Pega Rules Process Commander
    - SIPOC Analysis on the ***Medical Underwriting*** business area
    - Collaborated with testing department to verify and validate software requirements
    - Defining/creating Project Artifacts for multiple SDLCs (Waterfall, RUP, Agile, and hybrids)
    - Identify/define gaps and assess associated impacts
    - Participate in Peer review of artifacts for other eSales iterations
    - *BACOE (Business Analyst Center of Excellence):*
    - Work in concert with other members of the BACOE team to define and implement best practices in requirements elicitation, management, and traceability
    - Monitor industry best practices through networking and published periodicals
* Congress – Washington DC
  + - *SharePoint Redesign:* Partnered with Sapient project team to provide 6 week POC iRise visualization of congressional case management too
    - *Visualization Lead:*  Participated in effort to socialize visualization within corporate culture by mentoring and training resources

**TECHINCAL ENVIRONMENTS**: iRise 9.1, Requisite Pro, HP Quality Center, JIRA, Pega Process Commander 5.3, Windows XP/Vista/7, SharePoint, Mercury Quality Center, 834 (Enrollment) Transaction

1/2008 – 6/2009

### Sr. Business Analyst/Technology Specialist, Sr. (RUP Architect) BCBSM (Epitec) –Southfield, MI

**PROJECTS:**

* *Portal Migration (Marketing/Product Development)*: Lead BA (team of 2 1/2), Defined technical specifications for local BCBSM applications to integrate with external/national ***NASCO Portal Platform***
* *Online Reporting (Cross-Functional):* Lead BA (team of 2), Elicited end user report requirements; identified appropriate source-of-truth data stores; developed business/technical requirements for service-level data integration with legacy data stores
* Small Group & Individual Online Enrollment (Cross-Functional)
  + - *Small Group Enrollment*: Lead BA (team of 5), Cross-functional Business Process Reengineering (BPR); developed business and technical requirements for business workflow activities and eSignature solution.
    - *Online Payments (Group & Individual Policies):* Sole BA, Defined auditable reports on non-compliant data stores for audit to test PCI DSS compliance; developed business requirement in concert with Corporate Payments Model and Payment Card Industry (PCI) Data Security Standards (DSS); cross-functional BPR; technical requirements for internal and external development teams
* *MOS System Migration:* Lead BA (team of 2 1/2), Responsible for eliciting requirements for the successful migration of core health insurance business functions (***enrollment, benefits, claims, and billing***) to the NASCO platform. Specialized analysis on diverse claims scenarios (ASO, Host Claims, and 3rd Party Managed Care logic)

**RESPONSIBILITIES/ ACOMPLISHMENTS:**

* Individual Online Enrollment PCI Compliance project impacted multiple BCBSM business units in addition to regulatory compliance coming from two compliance departments (Information Security and Corporate Compliance Office), two IT governance departments (Application Architecture Group and Systems & Project Integration Support). Exceeded expectations by engineered requirements elicitation and promotion strategy that reduce requirement rework and achieved consensus by all parties prior to deadline
* Center of Excellence
  + - Completed Advanced iRise User Training
    - Participated in lessons learned exercises as an iRise SME in order to better leverage tool within frame work of the organization’s RUP methodology and culture
* Collaborated with Business Visualization Team and system Architects to model system use cases from iRise simulations.
* The Small Group Enrollment project required 5 disconnected internal/external entities to develop a continuous workflow that satisfied the needs of all stakeholders. Performed SIPOC Analysis on current business processes and facilitated a 3 day cross-functional BPR session with entities. Succeeded in facilitating a streamlined workflow with fewer handoffs and less rework that was collectively agreed to.
* Michigan Operating System project was divided into multiple releases while experiencing resource turnover. Performed root level analysis of disparate artifacts in order to reconstitute a cohesive enrollment workflow
* Perform analysis simultaneously on 2 to 3 project
* Managing requirements traceability between Business Requirements, Vendor, Design, and Testing Teams
* Project Activities: Change Control, Project Risk Register, Action Items
* Educated project stakeholders on eSign and UETA requirements and proposed solutions to satisfy the business requirement of electronic Delegated Signatures
* Multiple project presentations for different audiences ranging from internal stakeholders (such as executives, chief system architects, and project team) to external stakeholders (external customers and vendor).

**TECHINCAL ENVIRONMENT:** iRise 6.0, Requisite Pro, Rational Rose, Clear Case, MS Project, Outlook, J2EE, EJB, Struts, SOAP, XML, XPATH, SAML, MS SQL Server 2005, DB2, Web Sphere, Windows XP, SharePoint, Covisint and Sunguard Portals, LDAP, 834 (Enrollment) Transaction, 270/271 (Eligibility Transaction), 835/837 (Claims)

7/2006 – 1/2008

### Senior Business Analyst Comerica Bank – Emerging Technologies and Payment Services Auburn Hills, MI

**PROJECTS:**

* *Regionalized Rates and Fees Online (Product Development):* Lead BA (team of 5), Elicited requirements for regionalizing Comerica.com to provide accurate product rates/fees for consumer and business deposit accounts***; developed test strategy & test cases; coordinated Unit, System Integration (SIT), User Acceptance (UAT), Production Connectivity Testing (PCT) Activities***
* *Switch Kit (Product Development):* Lead BA (team of 2), Coordinated business requirements with marketing and compliance offices; streamlined solution that reduced budgeted development and implementation time by more than 60%.
* *B2B Portal Delegated Administration (Treasury Management):* Lead BA (team of 5), Elicited external customer portal provisioning requirements; defined internal administrative reporting requirements; defined coarse and fine grain provisioning specifications on 8 Treasury Management applications; created functional/nonfunctional test scripts
* *Taxonomy (Wealth Management):* Lead BA (team of 2), Analyzed 6,500+ departmental documents; created taxonomy vocabulary; developed document retention and validation strategy
* *Web Hosting Migration (Wealth Management):* Project Manager (3 resources), Project Planning, status reporting, coordinated resources, developed testing and implementation strategy
* *Consumer Online Account Opening (Product Development*): Lead BA (team of 2), Elicited requirements for RFP and performing vendor evaluation; defined business requirements regarding Know Your Customer (KYC)/ Patriot Act

**RESPONSIBILITIES/ ACOMPLISHMENTS:**

* Department with projects employing disparate project management methodologies and techniques sought identify and standardize best practices. Partnered with requirements and testing teams to formally document/implement process improvements
  + - Defined methodology to leverage iRise in creating ***high-fidelity, multi-variable, functional test scripts within Agile project***
    - Streamlined requirement gathering with a Use Case requirements gathering process and standardizing project artifacts design
    - Implement standard for functional testing (Requirements Traceability Matrix and Test Cases)
* Facilitated JAD sessions in collaboration with Interface Architects to develop iRise simulations for both pre-project funding and requirement gathering phases.
* Completed Advanced iRise User Training
* Responsible for ensuring that the regionalized website satisfactory before being promoted from the QA environment to the production environment***. Defined risk-based testing process to ensure that 10+ testing resources’ efforts provided comprehensive coverage and defect handling.*** Defined units of measure to reflect testing coverage and quality that were used to make the go-live decision. Project was successfully launched on-time.
* Wealth Management department sought solution to assess and implement a taxonomy on over 6,500 document. Defined and refined process to iteratively identify and define documents. Implemented metrics to evaluate process throughput and report progress to management.
* Increased the customer signoff success rate by providing a Requirements Traceability Matrix further upstream in the SDLC (before development)
* Perform analysis simultaneously on 2 to 3 project

**TECHINCAL ENVIRONMENT:** iRise 6.0, Reconcile, QA Center, MS Project, Lotus Notes, J2EE, Struts, DB2, Hogan Deposit System, Vignette, Web Sphere, Windows NT, QuickPlace, Vignette, Tivoli, LDAP, SAML

9/2005 – 6/2006

### Senior Business Analyst ABN AMRO - Bank Retail Mortgage Operations Department Troy, MI

**PROJECTS:**

* *Content Management/Knowledge Management System (Cross Functional):* Project Manager (2 resources)
  + - Project Planning, status reporting, managed resource, developed testing and implementation strategy
    - Exceeded requirements by 60% (accomplishing requirements scheduled for the next phase); implemented the project ahead of schedule; and finished with 15% of the original budget remaining.

**RESPONSIBILITIES/ ACOMPLISHMENTS:**

* Provided ***independent verification an validation of monthly updates*** to mortgage workflow processing system
* Continuous improvement initiative sought to reduce cycle time and rework across business units. Worked in concert with upper level management and supervisors to perform SIPOC and Pareto analysis on the approximately 140 task performed by department in loan origination. Documented and coordinated implementation of multiple process improvement items.
* Defined report requirements for cycle time, exception, dashboard, process analysis, and compliance
* Define/Develop adhoc report for senior level management.
* Conducted business process engineering sessions with process owners and implemented update procedures via the workflow management system and training materials
* Completed Six Sigma Process Engineering course

**TECHINCAL ENVIRONMENT**: SQL Server 2000, Windows NT, VB.NET, QuickPlace

10/2002 – 7/1/2005

### Sr. Business Analyst/Lead Developer GVT, LLC St. Louis, MO

**PROJECTS:**

* *Court Reimbursement Solution (Macomb County):* Tech Lead (3 resources), Elicited Business Requirements for reports, workflow and user interface; defined technical requirements; coordinated implementation activities
* *Court Docket Management System (Michigan):* Lead BA (3 resources), Elicited Business Requirements, defined report specifications, defined technical requirements, coordinated implementation activities
* *Case Management EDI (Michigan):* Project Manager (4 Resources), Developed technical specifications with State Providers, Developed/Implemented/Tested XML EDI solution, Generated System Specifications/Interface Requirements for Providers
* *Pharmaceutical Sales Tracking System (Novartis):* Developer, Developed solution off of technical requirements and managed/coordinated testing.

**RESPONSIBILITIES/ ACOMPLISHMENTS:**

* Conducted extensive ***Quality Assurance measures utilizing Six Sigma methodology to optimize system performance and searches***
* Web Based Application Development and Report writing
* Elicit requirements through JAD Sessions and decompose into useful Business and Technical Documentation
* Coordinated efforts of marketing and development teams to bring 3 new product technologies to market in two years (generated over 2.5 Million in revenue)

1/2002 – 10/2002

### Business Analyst Wayne County – Department of Community Justice Detroit, MI

**RESPONSIBILITIES:**

* Gather reporting requirements and developed controls to ensure the accuracy of reporting
* Coordinated the execution of new technology initiatives (Criminal Justice Data Warehouse and Case Management System)

**ACOMPLISHMENTS:**

* Joined department with a six month backlog of the reporting requests and long cycle times for fulfilling report requests. Designed a TOC project on the reporting process and successfully identified, exploit, subordinated to, and elevated constraint. Project successfully eliminated backlog and shortened cycle time of report generation by over 80%
* Transfer of custody between Juvenile Detention Facility and Juvenile Assessment Facility was resulting in delayed treatment and increased detention costs. Facilitated BPR sessions between the Department of Community Justice and the Juvenile Court Division that allowed for a data sharing agreement to be reached that reduced the adjudicatory cycle time on Juveniles by over 50% - resulting in better treatment and cost savings

6/2001 – 12/2001

### Financial Auditing Consultant ABN AMRO Chicago, IL

**RESPONSIBILITIES:**

* Conducted QA audits on customer accounts impacted by acquisition of another financial institution
* Designed reports to identify customer accounts that had potential errors from acquired firm

**ACOMPLISHMENTS:**

* Worked in concert with 18 team members to successfully complete customer audit after corporate acquisition of another financial institution

# **EDUCATION**

8/2002 – 5/2004

### Wayne State University, Graduate School of Business Detroit, MI

* Master of Business Administration - Concentration in Information Systems
* Directed Study on HIPAA Compliance and Web Services

8/1997 – 12/2000

### Fordham University, College of Business New York, NY

* Bachelor of Science: Business Administration
  + - Primary Concentration: Information and Communication Systems
    - Secondary Concentration: Finance
* Globe Program: International Business Specialization
* Volunteer EMS
  + - Certified NYC EMT-D, Responsible for maintaining all equipment (including 3 vehicles)

# **INTERNSHIP EXPERIENCE**

1/2001 – 5/2001

### Alumni Volunteer U of D Jesuit Detroit, MI

* Substitute Teacher and IT Department resource
* Designed and implemented IT Project/Asset Management System

5/2000 – 12/2000

### Operation Specialist i3Mobile Stamford, CT

* Conducted monthly QA audits on wireless distribution systems
* Provided Tier-1 customer support for wireless content customers
* Designed and implemented CRM for customer service and marketing departments

5/1999 – 4/2000

### Assistant DBA Associate Textiles NY, NY

* Designed and constructed QA reports on converted data
* Worked in concert with vendor to conduct Y2K system data conversion

5/1998 – 8/1998

### Customer Interface (Adeco) GE Southfield, MI

* Tier-1 onsite manufacturing response to GE OEM product quality excursions
* Pareto Analysis
* Six Sigma Green Belt training

# **REQUIREMENT MANAGEMENT & TESTING TOOLS:**

Compuware Testing Suite (QA Center, QA Director, QA Run, Track Record, and Reconcile), Microsoft TFS 2010, Rational ClearCase, Rational Rose Modeler, RequisitePro, Requirement Composer, Qualiparc Helpdesk

# **LANGUAGES/TOOLS:**

SQL, SQL Stored Procedures, ADP, Crystal Reporting, MS Access Reporting, RPG, VBA,   
VB Script, VB6, .NET, Java, JavaScript, AJAX, HTML, CSS, XML, XPATH, CGI, ASP, ASP.NET, IIS, QuickPlace, COM, MS Office, MS Project, Visio, iGraphics, iRise, iBloc, UML , Pega Rules Process Commander, NIEM, HQMF, QRDA, jQuery

# **DATABASES:** SQL SERVER 2000/2005, MS ACCESS, ORACLE 8I